

MoJobs Provider Entry Process

At times, staff will come across records where the correct provider does not populate when clicking on “Select Provider” in the course of adding an activity for WIOA or other “Generic Programs”.

If this occurs, staff should contact the individuals designated for their respective region as the provider liaisons. Local processes can be developed by each office to further refine this process.

If a provider does not populate for a Trade activity, staff should continue to contact DWDTradeActHelp@dhewd.mo.gov for assistance with providers.

Provider Liaison Responsibilities

1. Create new provider records when needed
 - a. Ensure the provider needed is not an Eligible Training provider
 - b. Eligible Training Providers are those that are listed in [MOScores](#)
 - i. In MoJobs – Eligible Training Providers have the Provider Type “PS – Approved Provider Training – ITA” checked in Provider Type Details
 - ii. Issues with these types of providers should be communicated to dwdsupport@dhewd.mo.gov
2. Edit existing provider records as needed in order to make the proper connection to an individual’s services
 - a. Eligible Training providers should not be edited – provider liaisons can contact dwdsupport@dhewd.mo.gov when an eligible training provider is not populating as it should
3. Create Case Notes on the provider record to document changes that are made for additional staff who may access the provider record
 - a. Notes should be created at the discretion of the provider liaison.
 - b. At this time, there is no policy requiring case note entries for provider entry tasks, but this could change in the future. Policies regarding case notes for provider changes can be developed locally as needed.